

FIG. 1

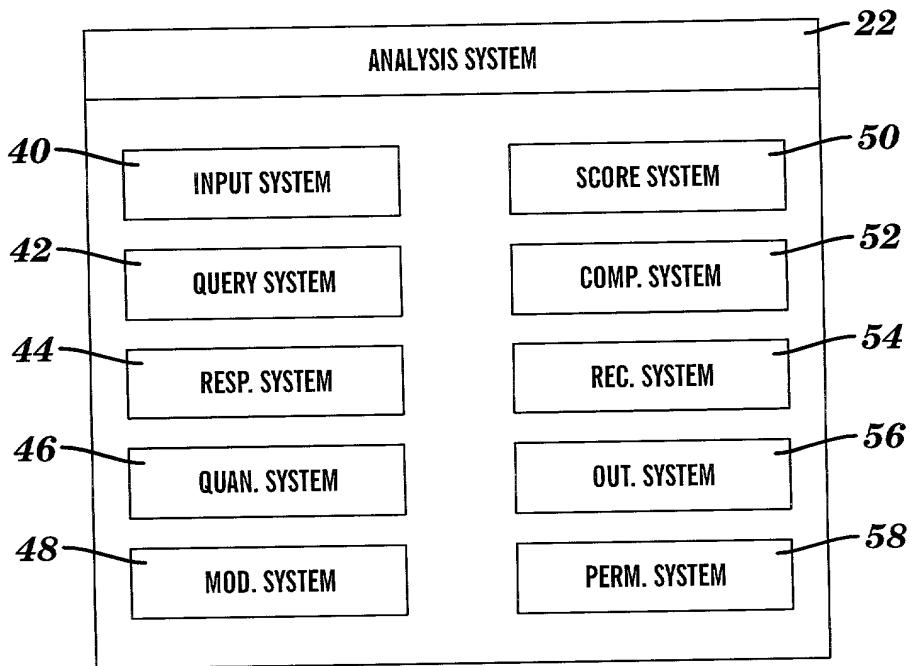


FIG. 2

100

106

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
104A → LEADERSHIP								
ANALYZE BUSINESS NEEDS & ASSESS IMPLICATIONS FOR STRUCTURAL CHANGES TO THE ORGANIZATION	*							
MEDIATE THE EFFECTS OF THE TRANSITION PROCESS – ENSURE THAT CRITICAL ELEMENTS, SYSTEMS OR PROCESSES ARE NOT INADVERTENTLY MISSED, LOST, OR EXCLUDED IN THE ITERATIVE CHANGE PROCESS	*	*						
102A → DETERMINE THE CRITICALITY OF THE CONSEQUENCES OF ITERATIVE CHANGE WHEN UNPREDICTED CIRCUMSTANCES ARISE	*							
110 → PROVIDE GUIDANCE, BASED ON ORGANIZATIONAL KNOWLEDGE AND EXPERIENCE TO HANDLE CRITICAL ISSUES AS THEY ARISE	*	*					*	
ENSURE THAT DISCIPLINED AND RIGOROUS PROJECT MANAGEMENT OCCURS	*	*					*	
104B → PLANNING								
DIRECT FUTURE ORGANIZATIONAL CHANGES BASED ON INSIGHTS GAINED FROM FEEDBACK – CHANGES MAY BE TO REPORTS, PROCESSES, WORKFLOW OR SYSTEMS	*							
UNDERSTAND PAST HISTORY WITH RESPECT TO TECHNICAL CHANGES WITH RESPECT TO WHAT WORKED, WHAT DIDN'T AND WHY	*	*						
102B → UNDERSTAND AND PREPARE FOR THE GLOBAL RAMIFICATIONS OF CHANGE	*							
ENSURE THAT INTEGRATED, SYNERGISTIC PLANS ARE CREATED, INCLUDING CLEAR ROLES, RESPONSIBILITIES AND MILESTONES	*						*	

FIG. 3

108

200	TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
102B →	DEVELOP SCENARIOS OF POSSIBLE OUTCOMES DURING CHANGE AND THE RESPONSES TO EACH SITUATION	*							
	UNDERSTAND THE ROLES AND RESPONSIBILITIES EXISTING STAFF WILL HAVE IN THE NEW TECHNICAL ENVIRONMENT AND PLANNING FOR TRAINING AND SKILLS DEVELOPMENT	*							
	ESTABLISH PROTOCOLS FOR PROBLEM MANAGEMENT AND RESOLUTION						*		
204A →	ADMINISTRATION								
	DEFINE A CLEAR AND UNDERSTANDABLE ROADMAP THAT INCLUDES A COMMON VOCABULARY TO PROMOTE UNIVERSAL UNDERSTANDING OF TERMS	*							
	PROMOTE THE PARTICIPATION OF EMPLOYEES IN THE CHANGE PROCESS		*					*	
	EMPLOY "CONSEQUENCE MANAGEMENT" TECHNIQUES TO SUPPORT COMPLIANCE WITH THE NEW SYSTEM BY ESTABLISHING REWARDS FOR COMPLIANCE AND NEGATIVE IMPACTS FOR THOSE WHO RESIST TRANSFORMATION EFFORTS		*						
	SET QUALITY AND EFFICIENCY STANDARDS FOR PERFORMANCE	*							
210 →	SERVE ON DESIGN REVIEW TASK FORCE AND PROVIDE INPUT	*	*	*	*	*	*	*	*
204B →	OPERATIONS								
	BALANCE THE WORKLOAD TO MAKE SURE THAT THE NEW PROCESS FLOWS SMOOTHLY AND THAT TASKS AND DUTIES CAN BE PERFORMED SMOOTHLY	*							
	IDENTIFY "BOTTLENECKS" DUE TO EQUIPMENT AVAILABILITY, RESOURCES, WORKFLOW, TIME, TASKS ETC.	*	*	*	*	*	*	*	*
	SERVE AS COACHES TO EMPLOYEES AS THEY REACT TO THE CHANGE PROCESS	*						*	
206 →									

FIG. 4

306

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
RE-EVALUATE SYSTEM REPORTS BASED ON CHANGES IN DATA ORGANIZATION	*	*						
MONITOR THE PROGRESS OF NEWLY TRAINED EMPLOYEES		*						
MANTAIN THE EXISTING SYSTEMS UNTIL THE TRANSITION TO THE NEW TECHNOLOGY IS COMPLETE	*							
LEAD THE DATABASE OPTIMIZATION AND PROBLEM SOLVING INITIATIVES		*						
LEAD THE PERFORMANCE MONITORING PROCESS		*						
EMPHASIZE SUPPORT FUNCTIONS AS THE TRANSITION FROM THE CURRENT TECHNICAL SYSTEM TO THE NEW TECHNICAL ENVIRONMENT OCCURS			*		*			
DEVELOP CAPACITY LEVELS					*			
PROVIDE SYSTEM MANAGEMENT AND OPERATIONAL GUIDELINES					*			
QUALITY ASSURANCE						*		
SET QUALITY AND EFFICIENCY STANDARDS FOR PERFORMANCE		*						
MONITOR THE EFFECTS EACH ITERATIVE CHANGE HAS ON THE ORGANIZATION AND PROVIDE INSIGHT ON HOW CHANGES MAY CREATE THE NEED FOR OTHER CHANGES		*				*		
302 → MONITOR AND TRACK PATTERNS OF SUPPORT ISSUES AND/OR END USER SUGGESTIONS					*	*		
OWN AND DEFEND REFERENTIAL INTEGRITY			*					
CHECK REFERENTIAL INTEGRITY					*			
ESTABLISH SERVICE LEVEL AGREEMENTS AND MAKE SURE PROCESSES ARE IN PLACE TO TEST RESPONSE TIMES			*					
310 → SET SECURITY STANDARDS						*		

300

202B →

304 →

302 →

310 →

FIG. 5

308

406

400	TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
404A	COMMUNICATIONS								
	COMMUNICATE THE REASONS FOR EACH ADDITIONAL ITERATIVE CHANGE AS IT OCCURS	*	*						
	CONVEY THE NEW PARADIGM – THE ENTIRE PROCESS AND HOW DATA IS HANDLED, VIEWED AND PROCESSES DRAMATICALLY CHANGES	*							
402A	ESTABLISH FEEDBACK LOOPS TO SUPPORT THE FLOW OF UPWARD AND DOWNWARD COMMUNICATION AS EACH PIECE OF THE ITERATIVE PROCESS OCCURS		*						
	ENSURE THAT SUPPORT ISSUES FEED A PROACTIVE FEEDBACK LOOP FOR THE CHANGE MANAGEMENT CYCLE, WHICH INCLUDES AN UPWARD REPORTING STRUCTURE		*	*					
	COMMUNICATE WHY DATA TRANSITION IS NECESSARY AND ITS BENEFITS	*	*				*	*	*
	OFFER SUGGESTIONS FOR SYSTEM ENHANCEMENTS	*	*	*	*	*	*	*	*
404B	PROJECT MANAGEMENT							*	
	IDENTIFICATION AND VALIDATION OF REQUIREMENTS							*	
	FORM THE DELIVERY TEAM							*	
	SET UP SYSTEMS TO DOCUMENT THE PROJECT							*	
402B	ESTABLISH PROJECT PLANS AND PROCESS BY WHICH THE PROJECT WILL BE CONTROLLED							*	
	TRACK THE TECHNICAL PERFORMANCE ASPECTS OF THE PROJECT DELIVERY							*	
	USE A CHANGE CONTROL PROCESS TO CONTROL SCOPE							*	
	ESTABLISH REPORTING STRUCTURE AND FREQUENCY							*	
410	MANAGE THE DELIVERY CYCLE							*	

408

FIG. 6

TECHNICAL CHANGE PER TECHNICAL ROLE	SENIOR MGMT	MID-LEVEL MGMT	DBA	DA	ANALYST	IT OPS	PROJECT MGR.	END USER
504 - SKILLS/TRAINING								
510 - BECOME EXPERTS WITH DB2 AND DASD			*					
502 - BECOME CONVERSANT IN NEW SYSTEM TOOLS – UNDERSTANDING THEIR CAPABILITIES AND WHEN TO USE THEM					*			*

FIG. 7

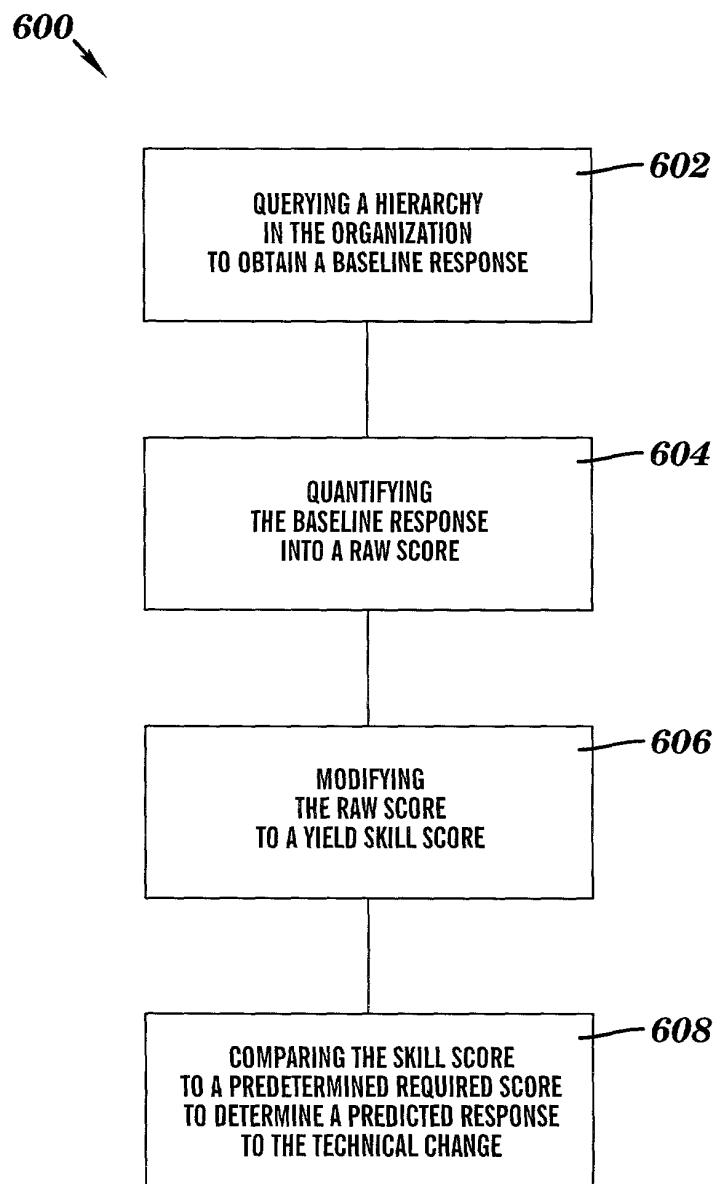


FIG. 8

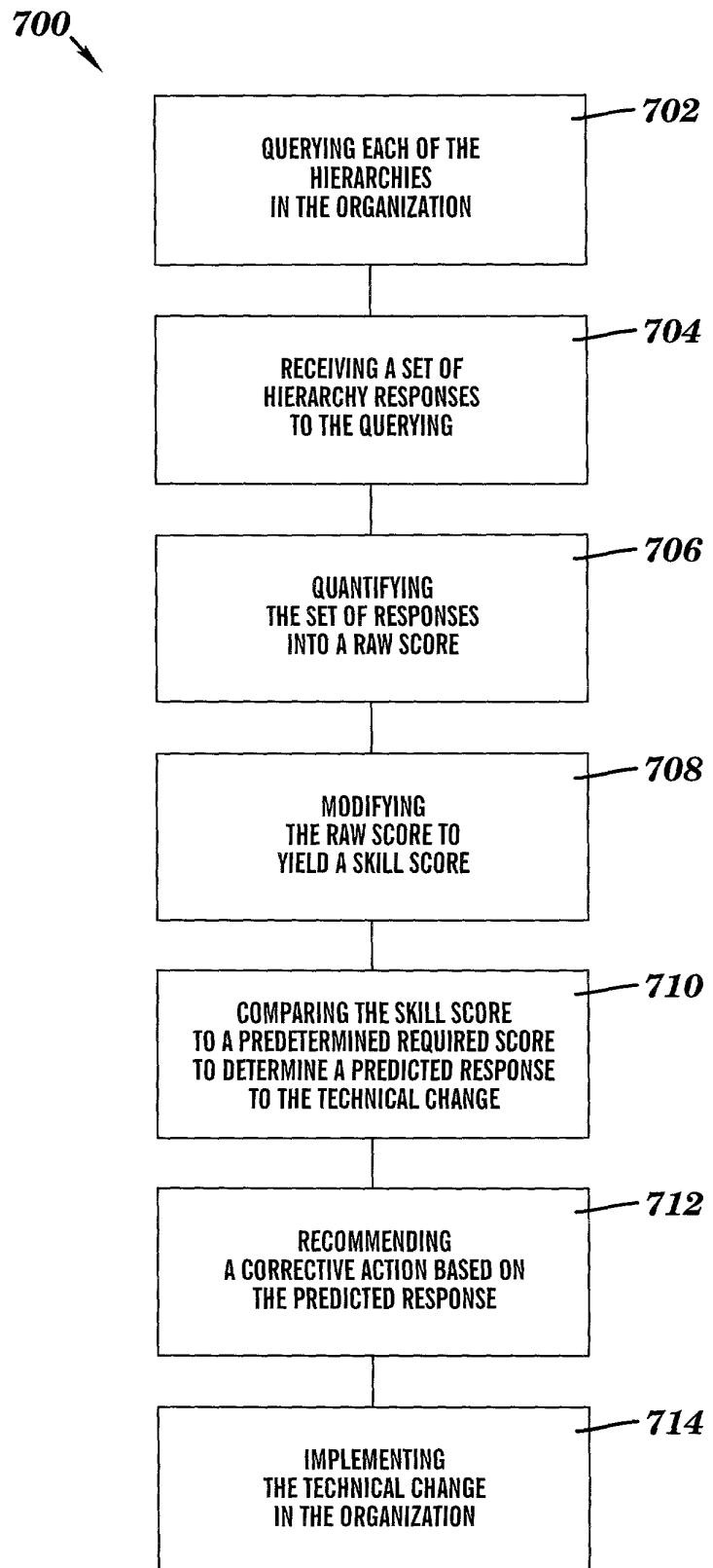


FIG. 9